

DRAFT 2.16.21: ORGANIZATION INFORMATION

Organization Name: Utah Division Arts & Museums

Venue Location(s):

- Glendinning Home: 617 East South Temple, Salt Lake City, 84102
- Rio Grande Depot: 300 South Rio Grande Street, Salt Lake City, 84101
- Chase Home Museum: 1300 South Constitution Drive, Salt Lake City, 84111 (center of liberty park. This is only a physical address, not a mailing address)

1. Our Accessibility Coordinator

Jennifer Ortiz

Phone Number

801-245-7288

Email

jenniferortiz@utah.gov

Links to accessibility information

artsandmuseums.utah.gov/i-d-e-a/

Links to request form

[Chase Home Museum Tour Request Form](#); For all other accessibility requests, contact Jennifer Ortiz at jenniferortiz@utah.gov

- 2. Our Accessibility Statement** - At the Utah Division of Arts and Museums (UA&M), we acknowledge all individuals should have equal access to our programs and services. We recognize the Americans with Disabilities Act (ADA) is a civil right by law. We will unceasingly strive to comply with this law and go beyond. UA&M will also serve as a resource and guide for accessibility work at cultural organizations across the state. We recognize this work as a journey, never complete.

2a. List all accommodations available in-house.

- Physical accessibility in all three locations - ramp at Chase Home Museum
- Automatic doors in the Rio Grande and Glendinning locations
- Open captioning on all videos produced *insert information about captioning here. What are our local resources and what is the process?
 - [CADET captioning service \(free\)](#) DIY
- Microphones for all in-person presentations, workshops, and conferences.
 - **Date of Completion: 3/2021**

2b. List all accommodations available upon request.

- Live ASL interpretation
 - [Interwest Interpreting](#) (on state contract) \$60/hr, 2 hr min

- ACS Captioning live in person or virtual (on state contract) \$125/hr and **requires 2 weeks notice due to demand**
- 3. Accommodations Request Policies - Contact Jennifer Ortiz at jenniferortiz@utah.gov when needing accommodations. She will then pass along the information to the appropriate staff member. All events, presentations, and conferences will have a dedicated person from staff assigned to coordinate accessibility needs and will be listed as such in advance of the event.
- 4. What To Do When It Goes Wrong - describe your policies and procedures for what to do when opportunities are missed and the lack of accommodations negatively affects a patron. TBD
- 5. Feedback - We gather feedback on our accessibility page through a Google Form found [here](#)
- 6. Evaluation -We are currently gathering feedback through our Google Form found on our website. Accessibility questions should be considered on all evaluations for both in-person and online events moving forward.
- 7. Outreach - describe how you communicate your accommodations to the public, including how your website, social media, and printed materials are accessible.

Organizational Challenges

To Organizational Challenges to address:

1. Making our first interactions with the public accessible including clear accessibility information available to our constituents--on the website, whom to contact, what accessibility measures we offer. Whom to contact for accessibility requests/accommodations/needs-is this multiple people depending on the event?
2. Universal Wayfinding and signage for our buildings (Glendinning, Rio Grande, Chase Home Museum) and for buildings we use for programming (i.e. UCCC) both physical and online.
3. Open captioning on all produced materials (videos, social media, etc)
4. Website accessibility
5. Language accessibility; translation for materials we produce

GOALS & PROJECTS

Immediate Fixes (Next 6 months)

What are some changes that you identified that can be accomplished now? That means you have whole-organization buy-in and staff and monetary resources to implement them.

- GOAL: Point person for accommodation requests for all/each events (in-person and virtual)
 - **Date of Completion: 2/2021**
 - RESOURCES/What we need to get there: Cross training for all staff. Language for all Zoom webinars/meetings
 - **Virtual language:** We at the Division of Arts & Museums are working to make our content as accessible as possible to all. All workshop materials used will be provided to registrants in advance of the online workshop in addition to being available once the workshop is completed. We use the Zoom meeting platform to host all workshops. All content will be recorded and captioned post-workshop and will be available on our website. Accommodations can be requested when registering for the workshop online and will be accommodated with two weeks notice. Please contact Jennifer Ortiz at jenniferortiz@utah.gov to discuss any accommodation requests or questions you may have.
 - **In person meetings:** All in person meetings/convenings should have a staff person assigned to be the point of contact for any accessibility needs. This person will be responsible for any requests that may come up in advance of the gathering in addition to ensuring that we have communicated to the best of our ability how accessible an event space is to our audience.
- GOAL: Checklist for external sites for minimum accessibility requirements
 - **Date of Completion: March 2021**
 - RESOURCES: Knowing who the accessibility coordinator is onsite and including this information in Salesforce.
 - Tracy Hansford is currently working on a [checklist](#) for staff to use (internally) when we are evaluating sites to host in person events for our agency. External organizations should also reference this checklist if they are interested in working with us. This checklist will live on our accessibility page.
 - Future projects: Make this checklist specific to venue types i.e. museums, theatres, etc. These should be a google form.
- GOAL: Grants: who is your accessibility coordinator question for all grant applications.
 - **Date of Completion: 2/2021**
- GOAL: Wayfinding/Signage for our buildings (temporary)

- **Date of Completion: 2/2021**Chase is done, Glendinning needs to be worked on**
- RESOURCES: Wayfinding/ Access documents for the [Glendinning](#) and the [Chase Home](#) are up on the website on the “Venues” page and linked on our accessibility page
- GOAL: Website Accessibility Checklist
 - **Date of Completion: 2/5/2021**
 - RESOURCE: [Website Accessibility Checklist](#)
 - RESOURCE: [Web Accessibility Project Schedule](#)
 - RESOURCE: [Website Accessibility Webinar for Nonprofits](#)
- GOAL: Accessibility page on the website
 - **Date of Completion: 2/2021**
- GOAL: Accessibility statement
 - **Date of Completion: 2/2021**
- GOAL: All internal videos produced moving forward will be captioned
 - **Date of Completion; TBD. Currently being tested internally**
 - RESOURCES: Youtube captioning can be editable (See Tracy for more information).
 - <https://www.kapwing.com/> for captioning of videos
 - <https://otter.ai/teams> - this can be used for webinars, etc. (UNA used this for their past conference)
 - Michelle Mileham is testing a program called Camtasia for open captions.
- GOAL: Standardizing exhibit labels for accessibility
 - **Date of Completion: TBD**
 - RESOURCES: Karen is working on this at the department level
- GOAL: Alt text training for all staff or staff that does social media updates
 - **Date of Completion: TBD**
 - RESOURCES: Alyssa needs to be looped in on this conversation. Is this something Brendan can take on and help standardize this information for our agency?
- GOAL: Budget for accessibility requests
 - **Date of Completion: March 2021**
 - RESOURCES: will need to build a budget based on previous program plans and fiscal years to project out. Jennifer can build out a projection of a budget based on number of workshops/events we collectively have and the funds required to accommodate requests.

Short Term Projects (Next fiscal year FY22)

(1-2 years to completion)

What are some changes that you identified that can be accomplished in the next 1-2 years?

That means you will work towards whole-organization buy-in and acquiring staff and monetary

resources to implement them.

- GOAL: Wayfinding (online and in person) for all of our sites
 - RESOURCES: Access guides on the website. When should this work be slated?
- GOAL: Work with the State Historical Preservationist and DFCM to create an accessibility masterplan for the Glendinning
 - RESOURCES: TBD
- GOAL: Create disability advisory group for UA&M
 - RESOURCES: need to start a list of people/organizations that may want to be involved

Long Term Projects

(2-5 years to completion)

What are some changes that you identified that can be accomplished in the next 2-5 years?

That means you will work towards whole-organization buy-in and acquiring staff and monetary resources to implement them.

- GOAL: Implement the Glendinning facility accessibility plan